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Summary of Qualifications

- Highly skilled in providing information regarding products and services of the company.
- In-depth knowledge of taking orders, compute charges, and administer billing or payments.
- Hands-on experience in reviewing, updating or making changes to customer accounts.
- Record of accomplishment of listening and responding to customers' needs and concerns.
- Able to handle returns and complaints effectively.
- Demonstrated ability to record details of client contacts and service history.
- Proven ability to determine answers and solutions quickly.
- Special talent for handling irate and angry customers.
- Maintain relevant inventories
- Lift, carry and pack merchandise
- Check merchandise for damage and perform repairing tasks before dispatching for shipping

Professional Experience

XLC Services, Desoto, TX

January 2016- Present

Shipping Clerk

Job Duties:

- Examine shipment contents and compare with records, such as manifests, invoices, or orders, to verify accuracy.
- Record shipment data, such as weight, charges, space availability, damages, or discrepancies, for reporting, accounting, or recordkeeping purposes.
- Prepare documents, such as work orders, bills of lading, or shipping orders, to route materials.
- Confer or correspond with establishment representatives to rectify problems, such as damages, shortages, or nonconformance to specifications.
- Pack, seal, label, or affix postage to prepare materials for shipping, using hand tools, power tools, or postage meter.

FedEx, Dallas, TX

March 2015 – January 2016

Package Handler

Job Duties:

- Examine shipment contents and compare with records, such as manifests, invoices, or orders, to verify accuracy.
- Record shipment data, such as weight, charges, space availability, damages, or discrepancies, for reporting, accounting, or recordkeeping purposes.
- Prepare documents, such as work orders, bills of lading, or shipping orders, to route materials.
- Confer or correspond with establishment representatives to rectify problems, such as damages, shortages, or nonconformance to specifications.
- Pack, seal, label, or affix postage to prepare materials for shipping, using hand tools, power tools, or postage meter.

Securus Call Center, Carrollton, Texas
Customer Service Representative
Job Duties:

May 2013 – March 2015

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.

Education

Dallas Can Academy
High School Diploma

January 2013

Skills

- MS office Products: Word, Excel, PowerPoint
- Call Center Operations
- Exceeded production quota at the warehouse by 30% through application of efficient strategies for speedy and high quality production
- Type 25+ wpm
- In-depth knowledge of taking orders, computes charges, and administers billing or payments.
- Strong problem solving aptitude
- Customer account creation